

Job Title:	Learning and Development Manager
Job Type:	Permanent
Working Hours:	37.5 hrs
Salary:	£35,000
Reports to:	Director of Operations
Location:	Hybrid (with travel to London at least once a month & some travel around the UK)
Responsible for:	The management of all aspects of the StreetDoctors learning, development and quality standards for internal and external training, and to ensure our offer is fit for the future.

Context

StreetDoctors is an award-winning national charity which trains over 4,500 young people affected by violence each year in emergency first-aid through a team of 400 volunteers. We believe knowledge is power, so we empower young people at risk with the skills to become part of the solution to violence, rather than just being seen as 'part of the problem'.

This enables young people affected by violence to have the skills and knowledge to save lives, and increase their understanding of the medical and psychological consequences of violence. Our training is delivered by our movement of young healthcare volunteers (nurses, paramedics and doctors) who work in partnership with criminal justice services, schools, pupil referral units, youth, sports and community groups.

Main Purpose of Role

As the StreetDoctors lead for learning and development, the role will manage, develop and innovate the organisation's training and key national projects. The role will ensure learning outcomes are core to the organisation's focus and are fit for the future. The key areas of focus include:

- **Training Management:** To design, deliver, develop and evaluate our training programs and projects, to achieve the strategic plan and KPI's.
- **Volunteer Management:** To support the development and training of an engaged volunteer delivery team and ensure the volunteering journey is effective and provides the best volunteering experience possible.
- **Delivery & Quality Standards:** To ensure the quantity and quality of training sessions and projects meet the required targets and new opportunities are maximised.

Main Duties & Responsibilities

Training Management:

1. To lead the delivery, management and evaluation of the StreetDoctors learning and development of volunteers, staff and the external partners.
2. To design and deliver a broad range of learning and development courses which support and enable individuals to develop their skills and knowledge to increase personal and organisational performance.
3. To co-design with stakeholders, including young people affected by violence, the delivery and evaluation of innovative and creative new training routes (including virtually, eLearning, blended and the use of gamification etc).
4. Work with internal stakeholders, identify individual and team learning needs, to

create and then implement personal development plans for staff and lead volunteers.

Volunteer Management:

5. To maintain, develop and manage the learning & development external standards/ accreditation.
6. To support the development of the volunteer journey, from recruitment, onboarding, training and retention of volunteers.
7. To provide effective management, communication and development opportunities for the volunteers, staff and partners across the UK.
8. To support the development, training and implementation of a hybrid volunteer and staff delivery model and ensure resources are appropriate for the delivery model.

Delivery and Quality Standards:

9. To develop and support the monitoring, evaluation and impact reporting for StreetDoctors training and ensure all delivery sessions meet the required quality standards.
10. To lead on the development and implementation of new training content for face to face, digital and online learning in co creation with young people, our volunteers and delivery partners.
11. Support the development of the national StepWise program and ensure the learning objectives are achieved.
12. To support the development and management of new multipliers, strategic partnerships and new bended training routes.
13. To ensure all delivery targets and KPI's are achieved in accordance to the yearly objectives and work plans.
14. Foster and develop an embedded culture of learning, coaching and continuous improvement.
15. To ensure all StreetDoctors policies and procedures are implemented and maintained, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities.
16. To ensure the volunteer management system "Volunteero" is implemented and utilised for data collection, training records and new processes.

Other Key Activities:

17. Promote and market new StreetDoctors products, delivery sessions and resources to partners.
18. Maintain and actively promote an organisational culture that embraces the StreetDoctors' values.
19. To participate in the "out of hours" on call phone rota.
20. Support and lead on national StreetDoctors projects, including carrying out any other duties that may be required to meet the needs of the charity.

Person Specification Criteria	Essential/ Desirable
<p>Knowledge & Skills:</p> <ul style="list-style-type: none"> • Higher education level or equivalent learning experience. • Learning & Development qualification (CIPD Level 5) or experience of working in a learning & development context. • Substantial knowledge of learning development principles and experience in planning, resourcing, delivering, evaluating and reporting on a range of learning and development opportunities, including the design and delivery of bespoke training. • Credible, authentic and confident presenter and facilitator, with an ability to deliver engaging learning at all levels and adapt style to suit the audience. • Understanding of the legislation related to working with young people and the causes, drivers and impact of youth violence on the lives of victims, perpetrators and the wider community. • Excellent planning, organisational and project management skills, with an ability to work to deadlines and prioritise work in accordance with the organisational needs. • Excellent communication skills, both written and oral, with an ability to build relationships and inspire confidence and respect at all levels. • Ability to respond to changing external agendas, often at short notice and manage tight timelines effectively. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>
<p>Experience:</p> <ul style="list-style-type: none"> • Experience of developing and implementing training programmes/workshops (including designing a variety of learning materials). • Experience of delivering in-person and virtual training to a variety of stakeholders with different learning styles and levels of understanding. • Experience of working with volunteers, staff and within an educational delivery or a training environment with young people. • Experience of developing and managing a Learning Management System/ platform. • Experience in developing and managing stakeholder relationships. • Proven ability in problem solving, innovation and creativity. • Experience in project management and managing KPI's, monitoring, evaluation and impact reporting. • Experience of developing and implementing coaching and mentoring programmes. • Working with young people and communities in a variety of settings. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p>
<p>Behaviours:</p> <ul style="list-style-type: none"> • Ability to work on your own initiative and as part of a team. • Ability to communicate diplomatically and articulately with a range of stakeholders. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>



• Leads by example in upholding values, inspiring, motivating and supporting colleagues.	E
• Builds strategic relationships and partnerships through collaboration and co-production.	E
• Finds different ways to construct and customise solutions, including finding and building on existing experience and good practice.	D
• Ensures inclusive practice and promotes diversity.	E

Please note: It is StreetDoctors policy that all postholders are subject to an enhanced DBS check. A criminal record will not necessarily preclude you from working with us; decisions will be made on a case-by-case basis depending on nature and timing of any offences.

Changes to the Role: *This is a description of the job as it is presently constituted. It is the practice of StreetDoctors to review job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with the postholder. This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.*